

# 2005 Water Quality Report - What's Inside?

This Annual Water Quality Report, prepared in cooperation with the California Department of Health Services (CaDHS), provides important information about Fresno's water supply, water quality, and water delivery system. Test results for Fresno's 2005 Water Quality Monitoring Program are summarized on pages 2-4. It is important to read the messages regarding various water quality issues from the U.S. Environmental Protection Agency (USEPA) and from your City of Fresno Water Division.

A translation of this report in Spanish, Hmong and Vietnamese can be requested by calling **621-5365**.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.  
Daimtawv tshaj tawm no muaj lus tsenmeeb txog koj cov dej haus.  
Tshab txhais nws, los yog than mrog tej tug neeg uas totaub txog nws.  
Chi ti t nay th t quan tr ng, xin nh ngu i d ch cho quy v.

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A copy of this report is available on the City of Fresno's website, [www.fresno.gov](http://www.fresno.gov). In the site search box type **Water Quality Report** and you will automatically be routed to the linking page containing the reports.

## We're here to help!

You can contact the City of Fresno Water Division by phone, mail or e-mail.

**PHONE**  
Water Division      **621-5300**  
Water Quality      **621-5365**  
Water Conservation      **621-5480**

**MAIL**  
City of Fresno Water Division  
1910 E. University Ave.  
Fresno, CA 93703-2988

**E-MAIL**  
[information@water.fresno.gov](mailto:information@water.fresno.gov)  
[www.fresno.gov](http://www.fresno.gov)

## OPPORTUNITIES FOR PUBLIC DISCUSSION

The public is invited to discuss water quality and other water issues during monthly meetings held in the Water Division.

For more information, contact us at 621-5305.

## SPEAKER'S BUREAU & TOURS

Need a speaker for your school, community group, or service club about water issues?

Tours and classroom presentations are also available.  
Call us at 621-5480.  
**621-CITY**

# Water Quality

A N N U A L R E P O R T 2 0 0 5



## Water Meters—Tied to our Future Water Supply

Every spring, as snow melts in the Sierra, water comes cascading down the mountains into our valley. Every drop of this water is accounted for, and in Fresno, our allotment is 60,000 acre-feet from the San Joaquin River/Friant System, representing about one-third of our yearly usage.

This valuable supply of water is secured through a contract with the U.S. Department of Interior Bureau of Reclamation as part of California's Central Valley Project (CVP). This high quality water serves two purposes: some of it is delivered directly to our customers via the new state-of-the-art Surface Water Treatment Facility in Northeast Fresno. Secondly, the remainder goes to a variety of ponding or flood control basins as part of an aggressive program to recharge our groundwater supply.

## Water Meters – Required by Law

Recently, Fresno renewed our CVP contract for another 40-year term, but only on the condition that the City would measure (meter) all water deliveries to customers. To comply with the terms of the CVP contract, the City must install meters in all single-family residences that do not already have meters. The water meter "mandate" actually goes back to 1992, when California law required all new services to include water meters. In October of 2003, and unlike the 1992 law, Governor Davis signed AB514 into law, requiring customers to be billed based on the volume of water used. This law requires the City of Fresno to charge a metered rate to all our water customers by 2010, and to complete residential installations, and be fully operational by 2013.

The multi-year installation project will occur from 2008 to 2013, and will apply to approximately 80,000-105,000 homes in our service area. Many homes built after 1992 already have water meters installed.

## Water Meters – The Key to Conservation

Most of our customers receive water that is pumped from the ground to the tap. Currently, the City operates approximately 260 wells which draw from the Fresno Sole Source Aquifer. The City's usage and needs are managed by a sophisticated system of electric pumps, operated by a SCADA (telemetry) system. This system

*continued page 6*



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## Water Quality

The City of Fresno offers its customers high-quality water that meets state and federal standards. Even so, drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. The City of Fresno maintains a water quality monitoring program to insure its water is safe for residents. **More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline at 1-800-426-4791.**

The following tables list all the drinking water contaminants that were tested for during the 2005 calendar year. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. Unless otherwise noted, the data presented in these tables is from testing done January 1 through December 31, 2005. The State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data contained in this report, though representative of the water quality, is more than one year old.

### Terms & Abbreviations

**CaDHS:** California Department of Health Services  
**USEPA:** United States Environmental Protection Agency

**CVP:** Central Valley Project

**n/a:** not applicable

**NTU:** Nephelometric Turbidity Unit (*a measure of light*)

**nd:** not detectable at testing limits

**ng/L:** nanograms per liter or parts per trillion

**ug/L:** micrograms per liter or parts per billion

**mg/L:** milligrams per liter or parts per million

**pCi/L:** picocuries per liter (*a measure of radiation*)

### Maximum Contaminant Level [MCL]:

The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHLGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

### Maximum Contaminant Level Goal [MCLG]:

The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency.

### Public Health Goal [PHG]:

The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

### Maximum Residual Disinfectant Level [MRDL]:

The level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap. The level of a disinfectant added for water treatment that may which there is no known or expected risk to health. MRDLGs are set by the U.S. Environmental Protection Agency.

### Primary Drinking Water Standard [PDWS]:

MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

### Treatment Technique:

A required process intended to reduce the level of a contaminant in drinking water.

### Regulatory Action Level:

The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements that a water system must follow.

**Table 1 : PRIMARY STANDARDS AND UNREGULATED CONTAMINANTS**

Chemical Table	MCL (MCLg)	PHG (MCLg)	Fresno Average Detections	Range of Detections	MCL Violation	Last Sampled	Typical Source of Contaminant
<b>Volatile Organic Contaminants</b>							
1,1-Dichloroethylene (ug/L)	6	10	0.24	nd - 16	NO (1)	2004	Discharge from industrial chemical factories
cis-1,2-Dichloroethylene (ug/L)	6	7(0)	0.11	nd - 5	NO	2004	Discharge from industrial chemical factories; major degradation byproduct of TCE and PCE groundwater contamination
Tetrachloroethylene (PCE) (ug/L)	5	0.06	0.29	nd - 7	NO (2)	2005	Discharge from factories, dry cleaners, and auto shops (near dry basin)
Total Trihalomethanes (THMs) (ug/L)	80	n/a	6.70	nd - 31	NO	2005	Byproduct of drinking water chlorination
Halogenic Acids (HAA5) (ug/L)	80	n/a	2.30	nd - 15	NO	2005	Byproduct of drinking water chlorination
Trichloroethylene (TCE) (ug/L)	5	0.8	0.20	nd - 5	NO	2005	Discharge from metal degreasing sites and other factories
<b>Synthetic Organic Contaminants</b>							
Dibromochloropropane (DBCP) (ug/L)	200	1.7	.38	nd - 260	NO (3)	2005	Banned nematocide that may still be present in soils due to runoff/leaching from former use on soybeans, cotton, vineyards, tomatoes, and tree fruit
Ethylenediamine (EDB) (ug/L)	50	(0)	0.4	nd - 38	NO	2005	Discharge from petroleum refineries; underground gas tank leaks; banned nematocide that may still be present in soils due to runoff and leaching from grain and fruit crops
<b>Inorganic Contaminants</b>							
Aluminum (AL) (ug/L)	1000	0.6	2.18	nd - 150	NO	2005	Erosion of natural deposits; residue from some surface water treatment plants
Arsenic (As) (ug/L)	50	0.004	1.810	nd - 7	NO	2005	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Barium (Ba) (ug/L)	1	(2)	0.008	nd - 0.15	NO	2005	Discharge of oil drilling wastes and from metal refineries; erosion of natural deposits
Chromium (Total Cr) (ug/L)	50	(100)	0.427	nd - 15	NO	2002	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits; water additive that provides strong taste, discharge from fertilizer and aluminum factories
Fluoride (ug/L)	2000	1000	10	nd - 200	NO	2005	Rainfall and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
<b>Radionuclides</b>							
Gross Alpha (pCi/L)	15	n/a	3.23	-1.02 - +23.80	NO	2003	Erosion of natural deposits
Radium 226 (pCi/L)	3	n/a	0.32	-0.82 - 4.1	NO	1999	Erosion of natural deposits
Radium 228 (pCi/L)	2	n/a	-0.26	-0.26	NO	1999	Erosion of natural deposits
Uranium (pCi/L)	20	0.5	16.85	14.1 - 18.6	NO	2003	Erosion of natural deposits
<b>Unregulated Contaminants (ICR, UCMR &amp; Misc)</b>							
2,4-Dinitrotoluene	n/a	0.004	nd < 0.8	n/a	n/a	2002	We are required by regulations to monitor for certain unregulated contaminants. This is helpful to the USEPA and CDPHS for tracking the location of contaminants and whether there is a need for further regulations. Search contaminants indicated in the table. We have been measuring less than the two possible reasons for this. First, the Detection Limit on Reporting. CDPHS has not been established by EPA or CDPHS. Second, in various reasons, the analytical equipment is unable to quantify the value below the stated "less than" value, but analysis indicates the contaminant is present. For either reason, the concentration cannot be quantified and the City must assume that a "Fresno Average" is not applicable for this report.
4,4'-DDE	n/a	0.0	nd < 0.8	n/a	n/a	2002	
Boron	n/a	0.0	nd < 100	n/a	n/a	2002	
DCPA Diacid + Monoacid	n/a	0.969	nd - 4.7	n/a	n/a	2004	
Dichlorodifluoromethane (Freon 12)	n/a	0.599	nd - 29	n/a	n/a	2004	
EPTC (EPTC)	n/a	0.0	nd - < 1	n/a	n/a	2002	
Hexavalent Chromium	n/a	2.450	nd - 7.9	n/a	n/a	2002	
Methyl-Tert-Butyl-Ether (MTBE)	n/a	0.0	nd - < 5	n/a	n/a	2002	
Molinate (Ondansetron)	n/a	0.030	nd - 5.7	n/a	n/a	2002	
Nitrobenzene	n/a	0.0	nd - < 10	n/a	n/a	2002	
Perchlorate	n/a	0.0	nd - < 40	n/a	n/a	2002	
Trichloropropane (1,2,3-TCP)	n/a	0.023	nd - 0.33	n/a (4)	n/a	2005	
Vanadium	n/a	19.800	3 - 50	n/a	n/a	2002	
Bromodichloromethane (THM)	n/a	1.11	nd - 6.4	n/a	n/a	2005	
Bromoform (THM)	n/a	0.10	nd - 1.0	n/a	n/a	2005	
Chloroform (THM)	n/a	5.07	nd - 23	n/a	n/a	2005	
Dibromochloromethane (THM)	n/a	0.41	nd - 1.9	n/a	n/a	2005	

Note: (1), (2), (3), (4), see footnotes on page 2.

**Tables 1-5 : PRIMARY STANDARDS AND UNREGULATED CONTAMINANTS**

The following tables summarize water quality sample results from the last year. The State allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, is more than one year old. All samples were taken from 260 wells and/or treatment sites, except lead, copper and microbiological samples which are also collected from the distribution system. Minimum, maximum and average values are listed for all analyzed constituents with detectable values above the detection limit for reporting (DLR). The average values can represent hundreds or thousands of analyses taken from active wells. Any well that violates permissible standards is treated, closed or customers are directly notified. Treatment processes include air stripping, granular activated carbon filtration, sequestering with chemical additives or a combination of these three.

(1) 1,1-Dichloroethylene (1,1-DCE) A single well site, PS 201, last operated in 2004 and located near Cedar and Church had detectable amounts of this contaminant in the raw water. During operations of this well there were several intermittent results in both the raw and treated water that produced results above the MCL. Special testing was conducted under the advisement of the State Health Dept. in order to determine the cause of these intermittent results. This testing failed to identify the cause and the City elected to remove the well from service. Some people who use water containing 1,1-DCE in excess of the MCL over many years may have an increased risk of getting cancer.

(2) Dibromochloropropane (DBCP) A single well site, PS 28 located near Van Ness and Belmont was being monitored and averaged for six months during the 2004 - 2005 season to confirm the presence of this contaminant above the MCL. The presence was confirmed above the MCL and the well was removed from service in Aug 2005. Plans to return this well to service with a treatment system are being developed. Some people who use water containing PCE in excess of the MCL over many years may experience liver problems and may have an increased risk of getting cancer.

(3) Dibromochloropropane (DBCP) A single well site, PS 76 located near Sierra and Millbrook had single detection over the MCL. Two confirmation samples and three additional samples show that the well is below the MCL. Some people who use water containing DBCP in excess of the MCL over many years may experience reproductive problems and may have an increased risk of getting cancer.

(4) Trichloropropane (1,2,3-TCP) The USEPA periodically requires utilities to conduct monitoring of unregulated contaminants such as 1,2,3-TCP which was detected in 30 Fresno wells. The State of California has created a regulatory notification level of 0.005 ppb which is also the detection limit for reporting. At the request of DHS in 2004, we removed from service well site 63 located near McKinley and Chestnut which exceeds 100 times the action level. The City continues annual monitoring of the affected wells.

## Facts About Drinking Water Standards

**Table 2 : MICRO BIOLOGICAL CONTAMINANTS**

Over 220 bacteriological samples are collected every month in Fresno's distribution system. In addition, over 300 bacteriological samples are collected from wells and treatment sites.					
Contaminant	Highest No. of Detections	No. of Monitors in Violation	MCL	MCLG	Typical Source of Bacteria
Total Coliform Bacteria	3 of 307 or 1%	0	5%	0	Naturally present in the environment
E. coli	0	0	A routine sample is positive for E. coli and a repeat sample is positive for total fecal or E. coli bacteria	0	Human or animal fecal waste

**Table 3 : LEAD AND COPPER**

Contaminant	No. of Samples Collected	90th Percentile Level Detected	No. of Sites Exceeding Action Level	Action Level	MCLG	Typical Source of Contaminant
Lead (ug/L) (Sampled in 2003)	50	2.5	0	15	2	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (mg/L) (Sampled in 2003)	50	0.25	0	1.3	0.17	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

Lead and copper samples are collected from wells, the distribution system and from inside residences.

**Table 4 : SECONDARY STANDARDS CONTAMINATE LIST**

Inorganic Contaminants	MCL	Fresno Average	Range of Detections	MCL Violation	Last Sampled
Aluminum (ug/L)	200	218	nd-150	No	2005
Apparent Color (Unfiltered)	15	1.17	nd-15	No	2005
Chloride (Cl) (mg/L)	500	8.65	2-56	No	2005
Iron(Fe) (ug/L)	300	13.73	nd-420	Yes [5]	2005
Manganese (Mn) (ug/L)	50	0.10	nd-20	No	2005
Odor (Threshold @ 60 C) (units)	3	1	2	No	2005
Sodium (Na) (mg/L)	n/a	19.56	3-63	No	2005
Specific Conductance (EC.) (µmho/cm <sup>+</sup> )	1600	298	95-800	No	2005
Sulfate (SO <sub>4</sub> ) (mg/L)	500	10.07	0-10	No	2005
Total Dissolved Solids (TDS) (mg/L)	1000	22056	97-480	No	2005
Total Hardness as CaCO <sub>3</sub> (mg/L)	n/a	127.12	32-280	No	2005
Turbidity (Lab) (units)	5	0.29	0.10-6.8	Yes [6]	2005
Zinc (Zn) (mg/L)	50.00	2.55	nd-490	No	2005

Secondary standards are based on aesthetic factors (taste, appearance and color, etc.) and are not health related.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

## California Drinking Water Source Assessment and Protection Program

The City of Fresno Water Division and the CadHHS, has recently completed the California Drinking Water Source Assessment and Protection (DW/SAP) Program for water wells operated by the Fresno Water Division. The complete report is available for viewing at the Water Division or the Fresno CadHHS office. Please contact the Water Division at 621-5300 or CadHHS at 447-3300 if you are interested in more information regarding this report.

The City operates approximately 260 wells throughout Fresno's 115 square-mile area.

As such, this DW/SAP report is a very large document and even a brief summary would be difficult to include in this Consumer Confidence Report. However, two summary data tables are available on the City's website at [www.fresno.gov](http://www.fresno.gov). In the search box, type **Water Quality Report** and you will automatically be routed to the linking page containing the reports.

The multipurpose goal of the DW/SAP is to identify ways communities can protect drinking water supplies, manage their water resources, improve drinking water quality, inform its citizens of known contaminants, identify known activities and locations that can threaten their supply, and meet regulatory requirements.

**As an example, the following paragraph lists the contaminating activities which can affect Fresno's drinking water:** airports-maintenance/fueling areas, apartments and condominiums, automobile-body shops, automobile-gas stations, automobile-repair shops, boat services/repair/refinishing, chemical/petroleum processing/storage, crops irrigated, dry cleaners, electrical/electronic manufacturing, fertilizer, pesticide/herbicide application, golf courses, historic gas stations, historic waste dumps/landfills, home manufacturing, hospitals, housing-high density, junk/scrap/salvage

## Contaminants that may be present in Source Water include:

- **Microbial contaminants**, such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants**, such as salts and metals, that can be naturally occurring or from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals, that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural applications and septic systems.
- **Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.



## What Happens in Fresno if a Well Exceeds EPA or DHS Standards?

If a well does not meet standards, it is removed from service and an alternate water supply is provided. In the event a well exceeds standards but must stay in service, customers who receive water from that well would be directly notified by mail or by hand-delivered flyers.

In order to ensure that tap water is safe to drink, U.S. Environmental Protection Agency (USEPA) and the CadHHS prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Department regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

TURBIDITY IN NORTH EAST FRESNO RELATED TO SURFACE WATER TREATMENT PLANT OPERATIONS						
Turbidity (NTU)	MCL	MCLG	Level Found	Range	Sample Date	Violation
T=1 NTU	n/a	0.12	n/a	24-Jan-05	n/a	
TT=35% of samples <0.3 NTU		100%	Continuous			Soil runoff

Turbidity is a measurement of the cloudiness of the water determined by the ratio of the intensity of light scattered by the sample to the intensity of incident light. We monitor it because it is a good indicator of the effectiveness of our filtration system.

(6) A single well PS 249 exceeded the aesthetic standard for turbidity. The well was operated for just a few minutes before the sample was collected. Occasionally, very short runtimes can contribute to higher turbidity results. The well only operated for three days in 2005 due to mechanical issues and a resample was not possible. Previous historical sample results from this site were well within standards.

## Water Quality Monitoring

Unregulated contaminant monitoring helps USEPA and the California Department of Health Services (CDHS) to determine where certain contaminants occur and whether the contaminants need to be regulated.

### Additional Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

**Radon:** is a radioactive gas that you can't see, taste, or smell. It's found throughout the U.S. Radon can move up through the ground and into a home through cracks and holes in the foundation. Radon can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water from showering, washing dishes, and other household activities. Compared to radon entering the home through soil, radon entering the home through tap water will, in most cases, be a small source of radon in indoor air. Radon is a known human carcinogen. Breathing air containing radon can lead to lung cancer. Drinking water containing radon may also cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air in your home. Testing is inexpensive and easy. Fix your home if the level of radon in your air is 4 picocuries per liter of air (pCi/L) or higher. There are simple ways to fix a radon problem that aren't too costly. For additional information, call your State radon program or call EPA's Radon Hotline (800-SOS-RADON).

**Nitrate:** Nitrate in drinking water at levels above 45 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 45 mg/L may also affect the ability of the blood to carry oxygen in other individuals such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider.

**Arsenic:** While your drinking water meets the current standard for arsenic, it does contain low levels of arsenic. The standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. The California Department of Health Services continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

## Water Meters — *continued from cover*

allows the City to be most efficient in our energy usage. Every year, we pump out of the aquifer more water than we put back through natural and artificial recharge. If people could visually see our water table dropping year after year, they would be more inclined to conserve.

### Water Meters – Saving Water & Money

It's a fact that people who pay a metered rate for their water tend to use their water more wisely. Water meters will apply a "fairness factor" to our customers, as people will pay for what they use, no more and no less. Overall water meters represent another move towards water conservation, which translates into saving water and saving money. Through conservation, we can preserve and protect the quantity and quality of our groundwater supply.

As a city, we will continue to thrive into the future by taking the measures needed today, all in an effort to protect our most vital natural resource for life: water.

### METERING IMPLEMENTATION PLAN

COMPLETION DATE	ITEM	COMMENTS
03/05	Contract effective	Approved by Fresno City Council 7/19/05
01/06	Implementation Study	Select and obtain consultant study/re-implementation
01/06	Submit progress report to Bureau	U.S. Bureau of Reclamation
12/06	Confirmation of existing meters	Verify integrity and servicing of existing meters
01/07	Submit progress report to Bureau	U.S. Bureau of Reclamation
06/07	Secure installation contract	Begin implementation of consultant recommendations
12/07	Draft rate ordinance	Initial development of tiered rate structure
01/08	Submit progress report to Bureau	U.S. Bureau of Reclamation
01/08	Initiate retrofit	Begin installation of meters on existing dwellings
12/08	Meter installation progress	29% (30,000 of approx. 105,000 units installed)
01/09	Submit progress report to Bureau	U.S. Bureau of Reclamation
12/09	Meter installation progress	43% (45,000 units)
01/10	Submit progress report to Bureau	U.S. Bureau of Reclamation
03/10	Impose new rate ordinance (fees based on metered use)	New rate structure applicable to currently metered customers. Rates to be effective as new meter installations occur.
12/10	Meter installation progress	62% (65,000 units)
01/11	Submit progress report to Bureau	U.S. Bureau of Reclamation
12/11	Adopt new rate ordinance	81% (85,000 units)
01/12	Submit compliance report to Bureau	U.S. Bureau of Reclamation
12/12	Meter installation progress	100% (105,000 units)
01/13	Submit completion report	Retrofit complete

## CONSERVATION — Vital to our future water supply

### Landscape Conservation:

#### Automatic Watering Timers Made Easy

Does your automatic watering timer have you boggled? We can help! As a courtesy to our customers, we will come out and adjust your automatic water timer for FREE. By having your automatic water timer set correctly, both energy and water is saved. If you prefer to set the timer yourself, remember to set it "off the hour" (i.e. 9:48 PM, 2:17 AM, 11:23 PM) to alleviate the heavy burden put on our water supply at "on the hour" times.

Please call  
**621-5480**

for information,  
appointments and pool  
drain notification.



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01/13	Submit completion report	Retrofit complete

### Where's all the Water Going?

Currently, over 60 percent of residential water usage is used for landscaping. Much of that water is wasted because of inefficient irrigation systems and over watering landscape.

### Beautiful and Water-Conscious Landscapes are Affordable Options

Planning a new landscape project? Want to know which plants help to conserve water and still look beautiful? Attractive gardens and landscape add to the value of your home and bring years of beauty and enjoyment. With a water-efficient design, you'll be able to curb plant disease, minimize the use of chemical fertilizers and save water, money, labor, and time.

As a courtesy to our customers, we will come out to your location and audit your landscape for FREE. We can offer suggestions as to what plants are ideal for the Central Valley's climate and which plants, flowers and trees work best in our community. Simply call us at 621-5480 to schedule an appointment.

### Prevent Water Runoff

There's no reason to water cement! Water running down sidewalks, across roads and into gutters is wasteful. To prevent water runoff, check for and fix leaks in your sprinkler system. Don't apply water faster than the soil can absorb it. Always use a hose nozzle that allows you to shut the water on and off as needed.

### Pool Drain Notification

A permit is required before you drain a swimming pool. Please notify the Water Conservation Program at 621-5480 or go to www.fresnowater.org.

### Save Water and We'll Save You Money

Now's the time for our residential water customers to cash in on a \$75 Rebate for replacing their inefficient toilet with a new Ultra Low Flush (ULFT) or High Efficiency Toilet (HET). Saving water saves you money. To get an application, call 621-5480 or go to www.fresnowater.org.

